

Privacy Policy

How personal data is collected, used and protected.

1. Who we are

Zerventa is the controller of the personal data collected through its website and Platform. Questions about this policy go to the privacy contact published on the Contact page.

2. What we collect

Identity and contact data: name, date of birth, nationality, country of residence, email address, phone number. Verification data: identity documents, proof of residence and the selfie you upload. Financial data: deposits, withdrawals, payment references and the last digits of a payment instrument. Trading data: orders, positions, balances and account history. Technical data: IP address, device and browser information, log records. Communications: support tickets, emails and chat transcripts.

3. Why we use it

To open and operate your account and execute your orders (performance of the contract). To verify your identity, prevent fraud and meet anti-money-laundering, sanctions and record-keeping obligations (legal obligation). To secure the Platform, improve our services and send you service messages (legitimate interests). To send marketing where you have consented; you can withdraw consent at any time in your profile.

4. Sharing

Data is shared only with service providers who process it for us under contract: identity-verification and screening tools, payment providers, cloud hosting, email delivery and customer-support software. We disclose data to regulators, courts and law-enforcement where the law requires. We do not sell personal data.

5. International transfers

Our providers may process data outside your country. Where that happens we use recognised safeguards such as standard contractual clauses and providers with adequate protection.

6. Retention

Account, verification and transaction records are kept for at least five years after the relationship ends, as required by anti-money-laundering law, and longer where a dispute is ongoing. Marketing preferences are kept until you withdraw consent. Technical logs are kept for a limited period for security.

7. Security

Data is transmitted over encrypted connections and stored in access-controlled systems. Verification documents are stored privately and are visible only to you and the compliance team. Passwords are stored as salted hashes.

8. Your rights

You may ask for a copy of your data, correct inaccurate data, request deletion where we no longer need it, object to or restrict processing, withdraw consent and receive your data in a portable format. Use the support ticket system or the privacy contact. We respond within one month.

9. Cookies

The website sets only the cookies needed to keep you signed in. Analytics or marketing cookies are set only if you accept them in the cookie banner, which you can change at any time.

10. Changes

We publish any change to this policy on the website and notify you of material changes by email or in the client area.

This document forms part of the Legal Documents of Zerventa. The current version is always the one published at </legal> on the website. CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.